

## West Dunbartonshire Citizens Panel

### 2022 Survey Report

West Dunbartonshire Citizens Panel provides a way for residents to give their views on the Council and its services. This document presents the key findings from the online spring 2022 survey. The responses of our members inform service development and improvements to ensure we meet the needs of our residents now and in the future.

This year's survey focused on how residents' experiences over the last three years had changed focusing on areas of existing and emerging importance;

The survey focused on:

- Community and neighbourhoods
- Digital connectivity
- Transport and travel
- Voice and influence
- Wellbeing
- Environment and sustainability
- Council Services

This reflects the aspiration of the Council that service development and delivery is informed, influenced and led by the feedback and involvement of our citizens. The Panel membership is broadly reflective of the population of West Dunbartonshire. We have recently welcomed a number of new members to the panel and continue to run a recruitment programme to attract additional members in order to build the strength of the Panel. This will increase representation across all post codes, age groups and gender.

The information provided is very valuable in helping us understand how people are affected by the services we provide. The response rate for the survey was 29% (224), the completion rate was 79%. The respondent's breakdown shows, 8% from G60, 37% from G81, 33% from G82, 21% from G83 and 1% from the G13/14 area.

Self-selection bias can occur when survey respondents are allowed to decide entirely for themselves whether or not they want to participate in a survey. In most instances, self-selection will lead to biased data, as the respondents who choose to participate will not well represent the entire target population. However, the respondent profile in this survey was generally representative of demographic groups in West Dunbartonshire. The results for the Panel as a whole have sampling errors limited to only  $\pm 6.5$ . This means, for example, that if 50% of Panel members

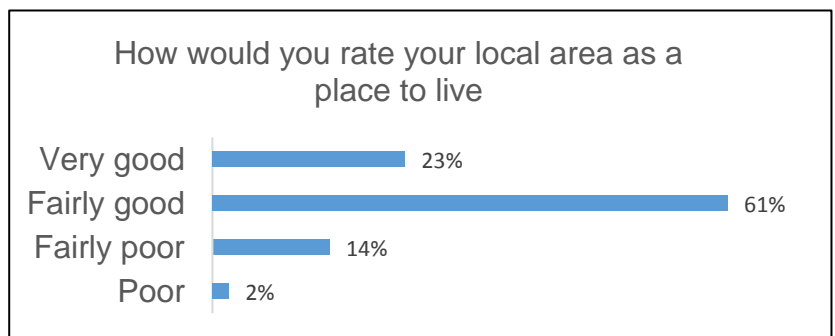
say they are satisfied with their local area as a place to live, the actual figure will be in a range from 43.5% to 56.5%.

### Summary of findings

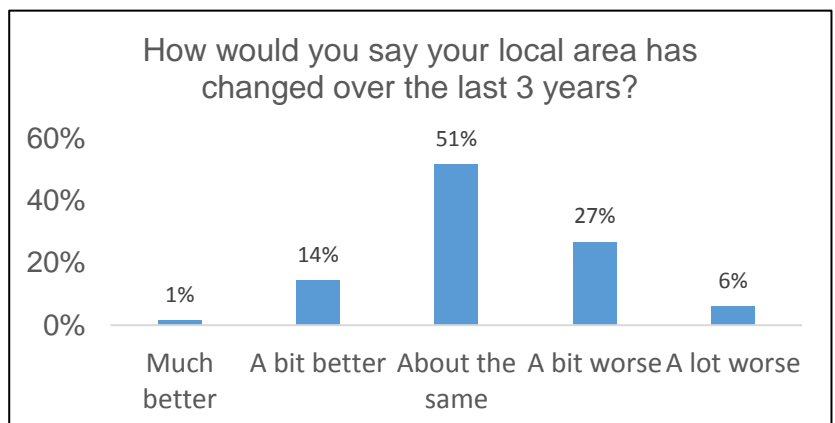
- 84% of respondents rated West Dunbartonshire as a good place to live
- 76% of respondent stated they had a strong sense of belonging to the area
- 70% of respondents felt that community cohesion was good in their local area; further improvements suggested included Council and other agencies work together with local residents (61%) and local buildings and outdoor spaces could be used more for community activities (54%)
- 76% of respondents stated they were using digital communications more compared to 3 years ago; barriers to using digital communications included broadband and device affordability (52%) and worries about online safety (38%).
- 48% of respondents stating they were walking more compared to 3 years ago; satisfaction was very high in relation to access to outdoor spaces (91%) and leisure facilities (82%)
- 31% of respondents said they had some concerns about their finances, with 4% say they had serious concerns
- There was strong support for the environment and sustainability agenda with recycling and education around climate change identified as key areas to promote

### Community and neighbourhoods

When asked, **How you would rate your local neighbourhood as a place to live?** 84% of respondents rated our area a good place to live. With a further 76% stating they had a **strong sense of belonging to the area.**



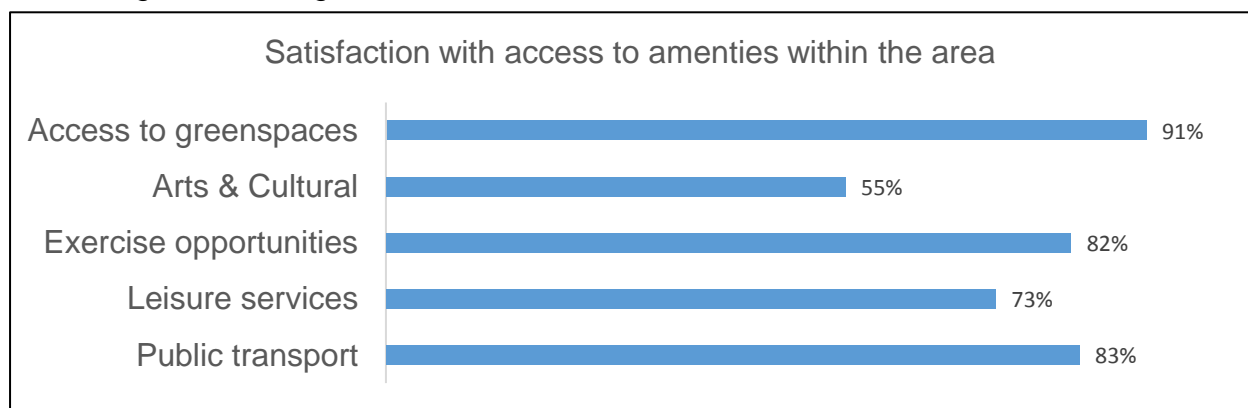
When asked, **How the local area has changed over the last three years?** The majority of respondents (51%) felt it had stayed the same with a further 15% stating it had got better. 70% of respondents felt that community cohesion was good in their local area and that people from different backgrounds got on well together.



In terms of what could be done to increase community cohesion and support good relations the main recommendations included:

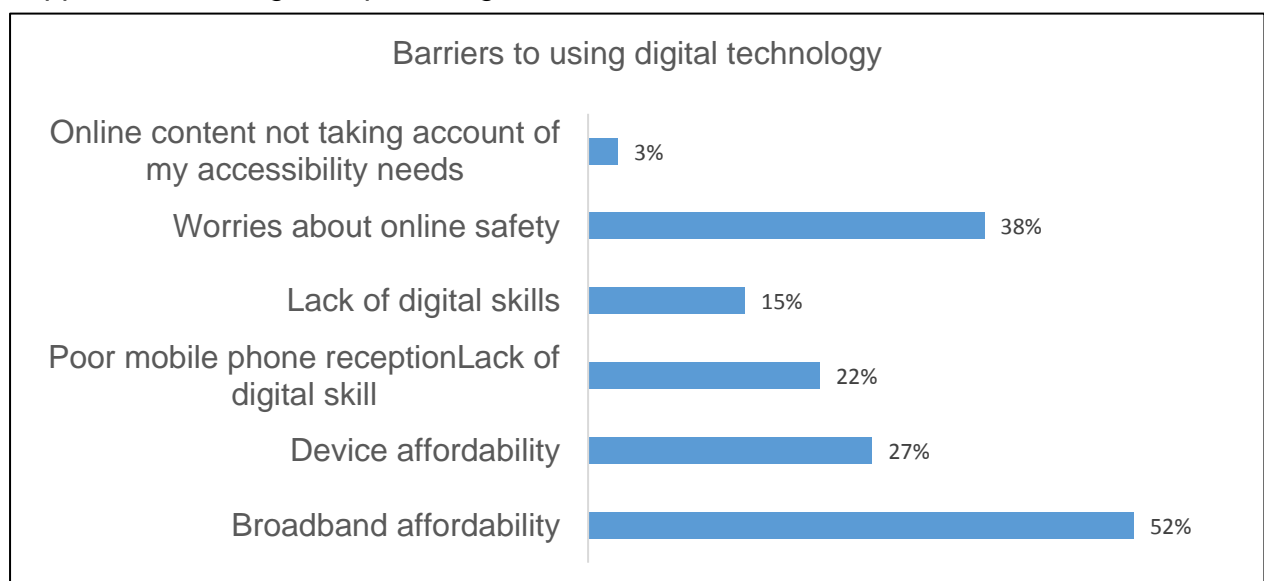
- 61% of respondents felt the Council and other agencies work together with local residents
- 54% of respondents felt that local buildings and outdoor spaces could be used more for community activities
- 47% of respondents felt that neighbours could help each other out more
- 43% of respondents felt that tackling loneliness and isolation was important

When asked, **How satisfied with access to amenities in the area?** respondents in general expressed high levels of satisfaction with access to amenities especially outdoor activities. Arts & Cultural services had the lowest level of satisfaction in terms of access, however as a result of the pandemic many facilities were closed in line with government guidelines.



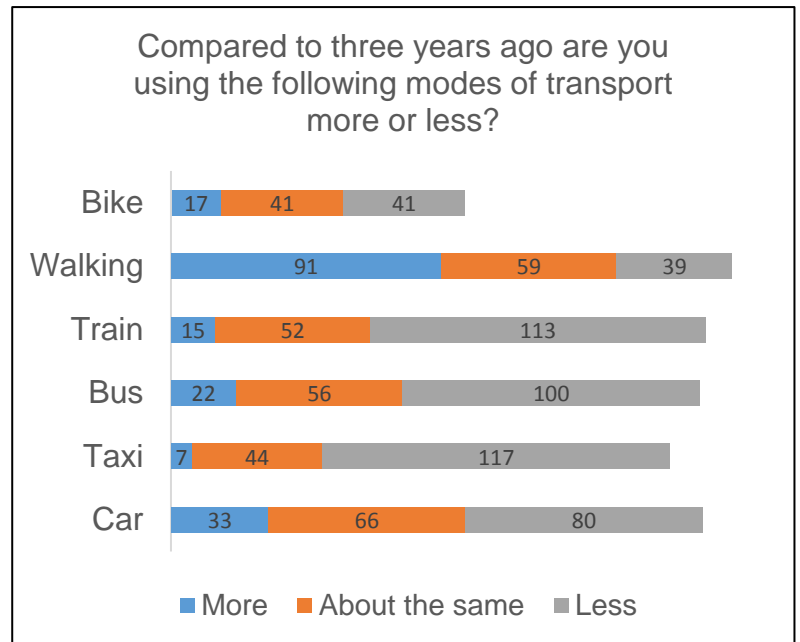
### Digital connectivity

When asked **How communication had changed in the last three years?** the majority of respondents (76%) stated they were using digital communications more. With barriers to digital accessibility identified as: broadband and device affordability (52%) and worries about online safety (38%). There was a good awareness of support for learning to improve digital skills.



## Transport and travel

When asked, **Compared to three years ago, how does your travelling compare for key modes of transport?**, all modes of transport noted a change over the last three years, with 48% of respondents stating they were walking more and 17% stated they were cycling more. Public transport and use of taxis was noted as being used less. The pandemic had a significant impact on how people have been getting about particularly during lockdown and changes in home working, in line with national guidance.

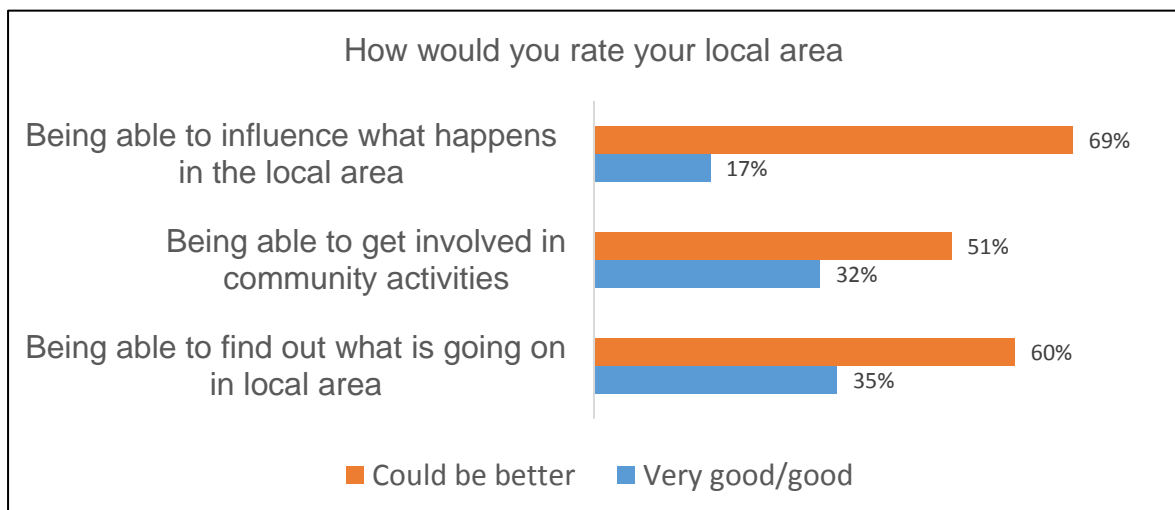


When asked what would help in terms of getting about?

- 71% of respondents stated, better maintained roads and pavements
- 49% of respondents stated, more regular public transport
- 15% of respondents stated, better accessibility on public transport for disabled people
- 38% of respondents stated, introduction of parking enforcement
- 22% of respondents stated, support for more cycle lanes/routes
- 19% of respondents stated, more electric charging points

## Voice and influence

When asked to rate getting involved and influencing decisions about the local area, most respondents felt that it could be better. In relation to influence what happens in the local area, overall 42% of respondents felt they had less of a say than 3 years ago, 41% were unsure and 16% stated they felt they had more say.

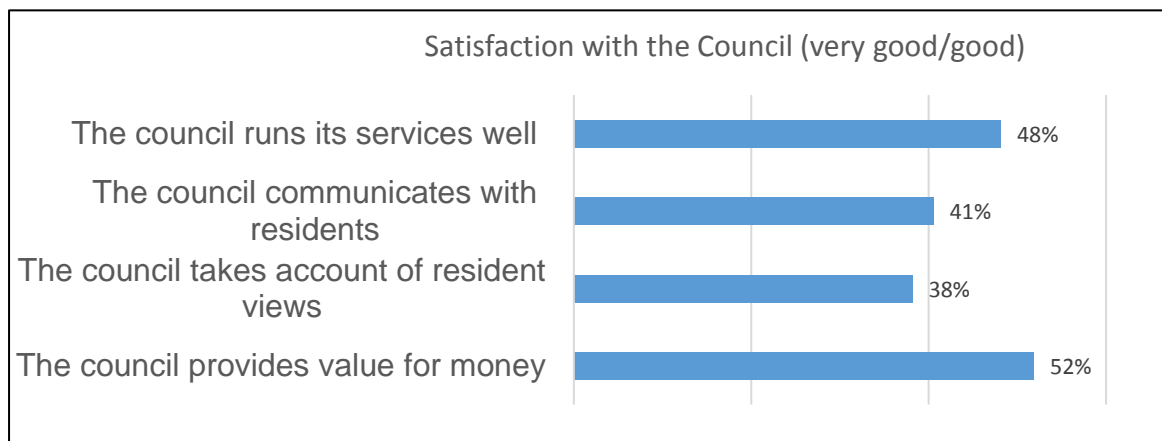


When asked what would help the community to get involved and to influence decisions, support for Community Councils, Citizens Panel, Consultations and Surveys, Tenant and Resident Associations, Community Budgeting and direct contact with Council services were cited as positive ways to influence decisions.

It is important to reference the national context: results from the Scottish Household Survey (SHS), show decreased interest in getting involved locally across Scotland. In 2019, across Scotland, less than a fifth of adults thought they could influence decisions affecting their local area.

### Council services

We asked about respondent's impression of **Council services overall** on 4 key areas. The results were lower than anticipated, and hoped for. Our monthly telephone survey, asks the same questions and generally returns higher levels of satisfaction. Satisfaction with the Council overall is a key priority and we will continue to monitor this and implement actions for improvement.



In terms of national context, results from the Scottish Household Survey indicate a slow downward trend at the Scotland level with satisfaction with Council services.

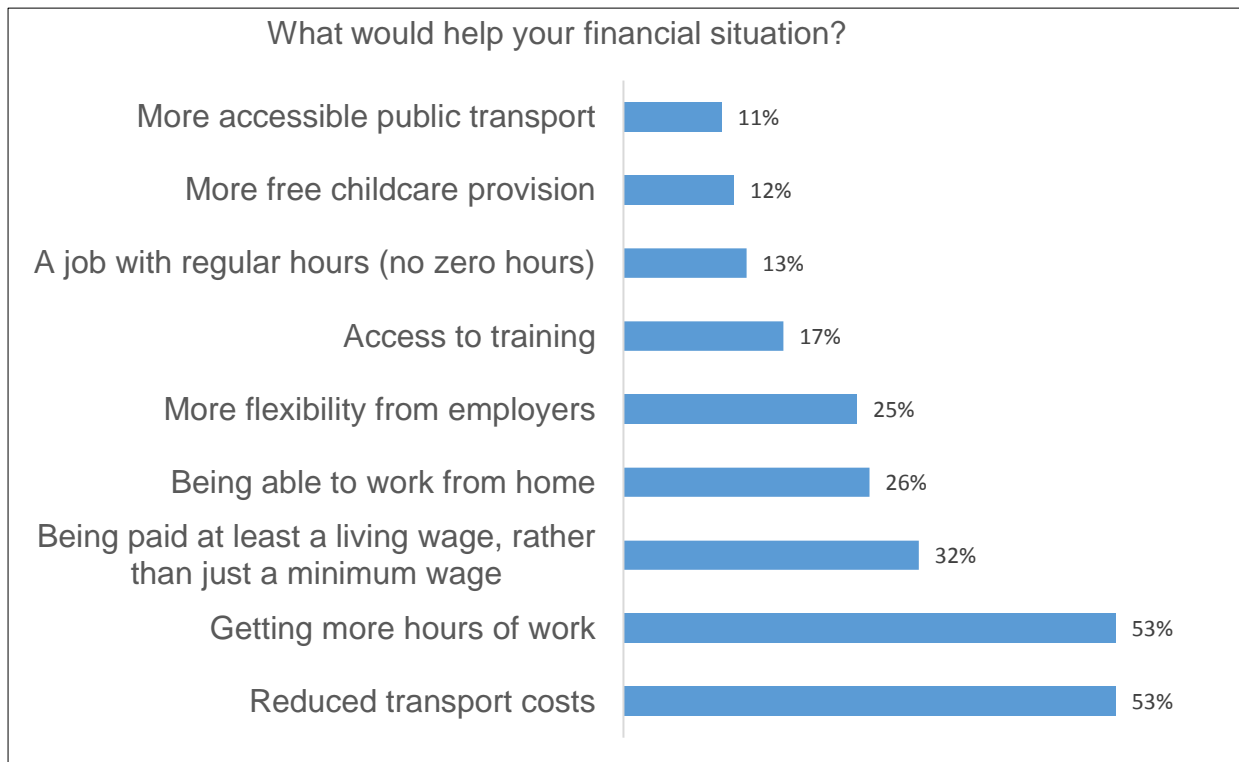
### Financial Wellbeing

When asked about **Financial Wellbeing**, 31% of respondents said they had concerns about their finances, with 4% stating they had serious concerns.

When asked what would help ease financial pressures the top 4 responses were: Reduced transport costs (53%); Getting more hours at work (53%); Being paid at least a living wage, rather than just a minimum wage (32%); and Being able to work from home (26%).

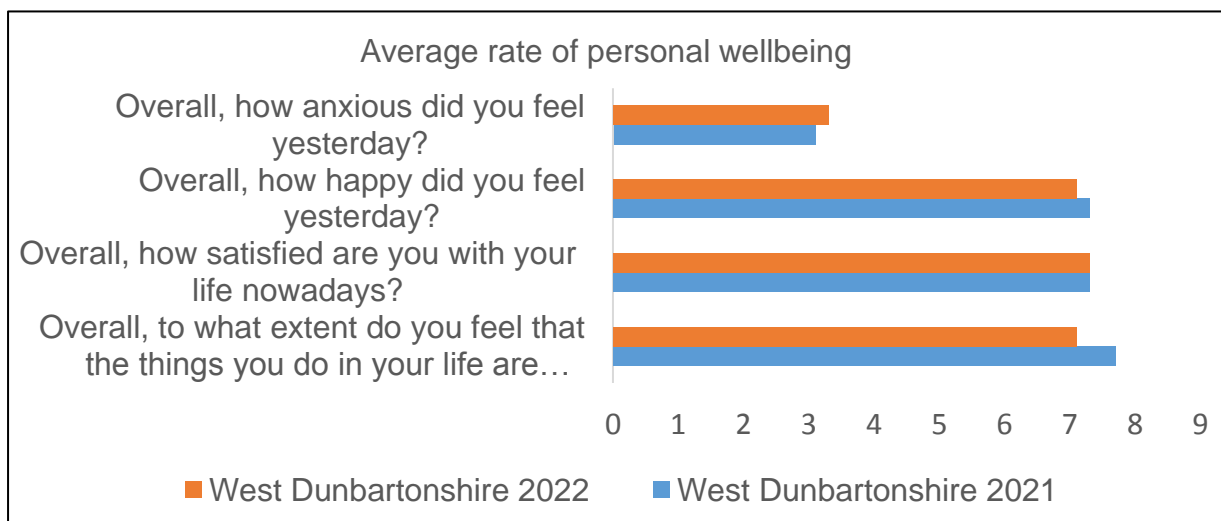
Nationally, financial pressures have been exasperated by a number of factors including the pandemic, the conflict in Ukraine and rising inflation prices, particularly in regards to fuel and food prices.

In term of measures the Council could influence ‘A more cohesive strategy for the community and the economy of the town’ was a representative remark.



### Personal Wellbeing

The Covid-19 pandemic, as well as the rise in cost of living, has had a significant impact on personal wellbeing of residents. In terms of mental health we used the question set on Personal well-being in the UK - Office for National Statistics (ONS).

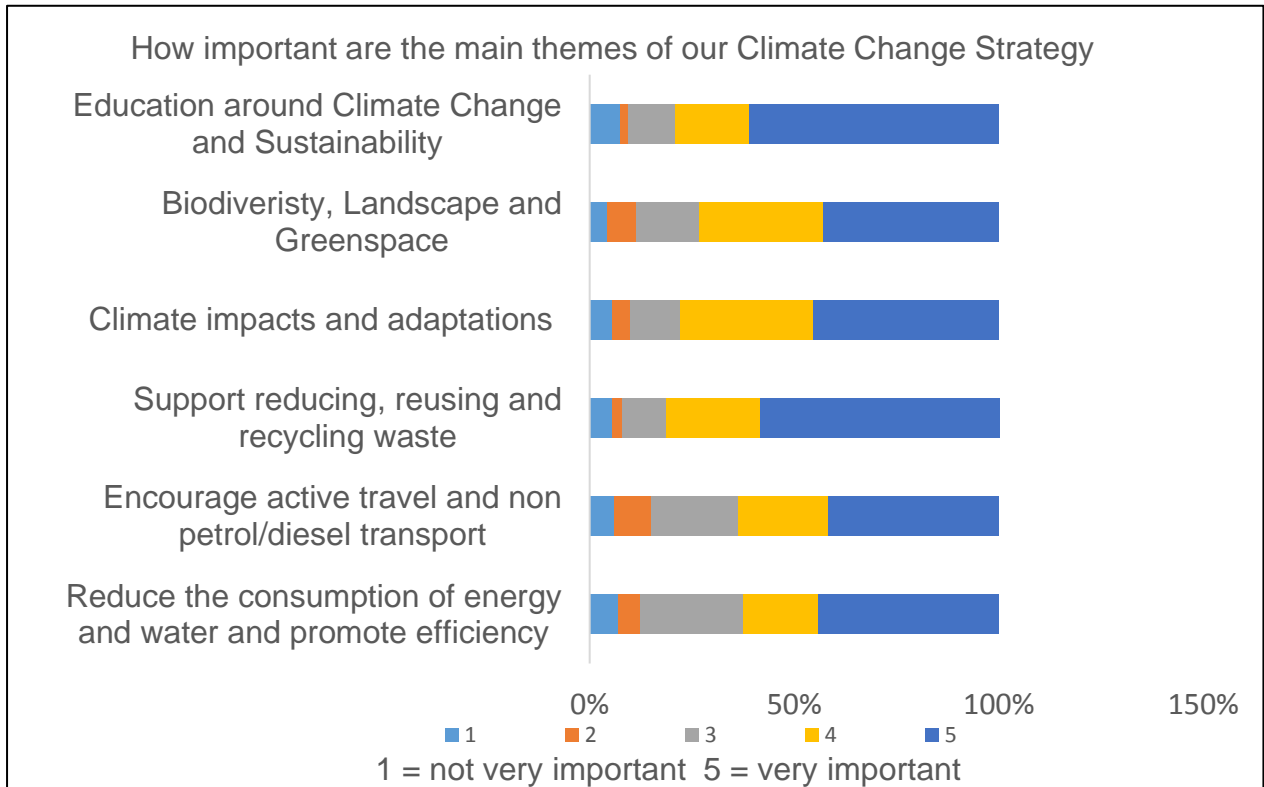


Across the UK these measures have shown a worsening since 2019; this was reflected in our survey results as below.

\*2021 data based on ONS data ([Personal well-being in the UK - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk))

## Climate Change and Sustainability

There was overwhelming support for action around climate change and the key themes within the WDC Climate Change strategy, with Waste and Recycling, Water and Energy use, and Education- around climate and sustainability, identified as the three most important areas for activity.



**Have Your Say – Join West Dunbartonshire Citizens Panel**

Email us at: [engagement@west-dunbarton.gov.uk](mailto:engagement@west-dunbarton.gov.uk)